

A thirst for success: The Governor's Office for Innovation in Government is helping to bring together state and federal agencies under the auspices of the CALFED Task Force, which is overseeing the largest ecosystem restoration project in the nation. The overall CALFED goals are to increase operational flexibility and water supply reliability, provide for ecosystem restoration, enhance water quality and improve the integrity of the levee system in the San Francisco Bay-Delta area. With 22 million people dependent on water from the Bay-Delta region, including farms that provide 45 percent of America's fruits and vegetables, a lot is riding on this effort. Read more about it on the Innovation in Government website at: http://www.iig.ca.gov/projects/calfed_task_force.shtml or contact **Rosanne McHenry** at (916) 322-6646, or via e-mail at rosanne.mchenry@innovation.ca.gov



Dust buster: The State Strategic Planners Group is hosting a free workshop, "Build an Organization That Will Last," featuring **Dr. Lindle G. Hatton**, a noted professor of strategic management, "entrepreneurship" and ethics at California State University, Sacramento. Among the workshop objectives are to review strategic management approaches that enhance and improve organizational effectiveness to help "keep strategic plans off the shelf." The workshop will take place July 19 from 9 a.m. to 11 a.m. at the California Energy Commission, 1516 Ninth Street, Hearing Room A. RSVP by July 13th to **Fernando Vasquez** at (916) 657-8833, or via e-mail at fvasquez@dmv.ca.gov

LEADIng the way: The word is out about the innovative way the Governor's Office for Innovation in Government helped gather ideas from the public that formed the basis of the new state government web portal. The Life Event and Affinity Design (LEAD) workshops held across the state looked at the internet from a new perspective, and focused on the customer's experience rather than the state's capabilities. The process has garnered nationwide attention and last month received rave reviews at a meeting of the American Society for Quality Sacramento Chapter. For more information, contact **Jerri Dale** at (916) 324-6850, via e-mail at jerri.dale@innovation.ca.gov , or visit <http://www.iig.ca.gov/LEAD/index.shtml>



Innovation with an international flair: We recently were contacted by **Dr. John Götze**, an adviser on governance issues and a project manager in Statskontoret, the Swedish Agency for Public Management in Stockholm, Sweden. Mr. Götze is leading a 20-agency government initiative called the "Service Dialogue Project," which seeks to gather citizen input, incorporate that information into the way government operates, and develop customer service standards. In the spirit of sharing best practices, his agency has been

kind enough to publish an English-language report of their activities:
<http://servicedialog.nu/english/>

Walking the walk: We were pleased to see the legendary **Dr. Denzil Verardo**, Chief Deputy Director of the California Department of Parks and Recreation, taking part in a panel discussion June 27th in Sacramento sponsored by the California Council for Excellence. Verardo told a group of CCE examiners how his department's focus on quality and continuous improvement enabled them to effectively cope with funding fluctuations, maintain a strong commitment to customer satisfaction, and boost public confidence. You want to measure results? How about voter approval of hundreds of millions of dollars in bond measures for state parks....

Quality quote: "Learning is not compulsory...neither is survival."

--*W. Edwards Deming*

*This monthly bulletin is intended to keep you abreast of significant activities going on in the Governor's Office for Innovation in Government, as well as to highlight innovative happenings around that state and around the world that might have an impact on your workplace. Feel free to forward it around. We hope to keep this communiqué lively, informative and relevant. For additional information, please visit the Innovation in Government website at <http://www.iig.ca.gov> . Comments and contributions are encouraged. E-mail **Russell Snyder** at Russell.Snyder@innovation.ca.gov or call (916) 323-9168.*